

# Exeter City Council Learning & Development 2015-16

## 1 BACKGROUND

- 1.1 Within the Corporate Plan 2015 – 2016 the Chief Executive & Growth Director states that it is his task to ensure that we have the money and people in place to deliver all the councillor's priorities. It is the task of the Learning & Development Team to ensure that the people in place have the most up to date qualifications and role specific training that is on offer and that we develop and support them through the Council's future priorities.

## 2 PROGRESS IN 2015-16

- 2.1 All the mandatory, essential and desirable training (including CPD qualifications and bespoke training) that was requested has either been delivered or is underway and the Assistant Directors, Service Managers, HR Business Partners and the L&D Business Partner are continuing to work closely to provide comprehensive Service L&D Plans which allow us to prioritise our spend.
- 2.2 Following recent service restructures, we have worked closely with specific teams to provide them with bespoke change management, team building and leadership workshops where they created their own Vision, Culture, Values and Action Plans. These plans will "guide them through the challenges ahead and make the changes required to exceed everyone's expectations." (Direct quote from their Action Plan)
- 2.3 We continue to review our provision and have made some substantial changes to ensure that delivery of training is of the highest quality, best value for the budget and provides the organisation with innovative and current requirements to meet the organisational needs. In 2014 we joined forces with Teignbridge District Council who continue to provide all of our e-learning packages through the e-Academy. Take up by employees has been much improved through 2015 with the introduction of mandatory corporate courses such as Data Protection, Counter Fraud Strategy and Information Security for all pc users. Mandatory training should be refreshed every three years and this will ensure a permanent rolling programme for the e-Academy.
- 2.4 In April 2015 we expanded our relationship with Teignbridge District Council by increasing our commitment to the L&D Partnership and taking out full membership. This membership provides all of our employees, councillors and partners with a wide range of flexible blended learning options based on identified training needs through Growth & Development Reviews, Service L&D Plans, Coaching and personal development plans. Learning options include; facilitated courses, workshops and e-learning via the e-Academy and the sessions are held in locations throughout the Partnership. However, a large percentage of their sessions are now being held here in our training rooms as:
- a) The Partners enjoy our central location and
  - b) "Our facilities and services are exemplary" (direct quote from a delegate)

Over 100 of our employees and councillors have accessed courses in excess of 25 different topics in our first year of membership and waiting lists for future training are very healthy. Negotiations have just been finalised regarding a corporate Conflict Management Programme which will involve over 200 employees accessing half-day sessions throughout September & October.

- 2.5 Throughout 2015/16 we have continued to provide the ILM Level 5 & 7 qualifications in Coaching in affiliation with South West Councils. We provide the Council with a team of qualified Workplace Coaches who are available to all employees to assist in developing them within the organisation, perform more effectively and reach their potential. Take up by employees has been steady and manageable.
- 2.6 The Apprenticeship scheme continues with some excellent successes and to date we have supported:
- 5 apprentices through their initial qualification and into external positions
  - 4 apprentices through their initial qualification, onto a subsequent qualification and now employed by the Council
  - 3 apprentices through their initial qualification and about to commence their next level in September
  - 2 new apprentices will start in the summer of 2016, 1 in Chief Executive & Growth Director and 1 in Member Services.
  - 1 place soon to be advertised for Waterways

Negotiations are currently underway with WESC and Exeter College regarding the two ring-fenced vacancies for those students with disabilities or learning difficulties.

### **3 ONGOING IN 2016/17**

- 3.1 The Apprenticeship Levy is to be introduced by the government in April 2017 as part of a broader programme of reforms to significantly increase the quantity and quality of apprenticeships in England. Impact on the Council will be huge and we are already in negotiations with the Skills Funding Agency and the National Apprenticeship Service regarding the steps we need to take to ensure we meet all the necessary public sector targets successfully:

- 2.3% of workforce annually to be comprised of apprenticeships starts for those employing over 250 people
- The levy will be 0.5% of the pay bill, paid through PAYE for any UK employer with a pay bill of more than £3 million per year
- Ages of apprentices will be immaterial
- National Insurance Contributions for apprentices under the age of 25 abolished

Employers who pay the levy and are committed to apprenticeships training will be able to get out more than they pay in to the levy. The government will apply a 10% top-up to monthly funds entering our new digital account to put towards the apprenticeship training and assessment. Exeter City Council are about to embark on a new chapter in our already successful apprenticeship programme which will rely on support from Councillors, Assistant Directors, Service Managers and our workforce to ensure that the quality of our training maintains our present high standards.

- 3.2 Our modular based Management Development Programme aimed at providing ground roots learning in human resources issues and corporate management continues to meet the needs of existing and new managers. The programme was created in conjunction with South West Councils and 9 of our managers have also achieved an ILM Level 3 Award in Leadership & Management alongside the associated modules. This facility will be transferring to The Learning & Development Partnership when the current cohort has completed their programme.

- 3.3 We continue support for SMT with regard to their ongoing organisational and personal development needs whilst working with Sampson Hall Ltd and are prepared to continue with support for the organisation and its employees when further needs have been identified.
- 3.4 Continuing to support students from Year 10's through to University graduates from the UK and abroad with their requests for work experience in a variety of departments across the Council. This year we have successfully placed 25 students with more requests received weekly.

LEARNING AND DEVELOPMENT PARTNER